

State of Hawaii
Department of Human Services
Office of Youth Services

Request for Proposals

RFP Number: **HMS 501-16-03**

**WRAPAROUND PROGRAM FOR
YOUTH IN THE HAWAII JUVENILE
JUSTICE SYSTEM**

Issued on August 31, 2015

Note: *It is the applicant's responsibility to check the public procurement notice website, the request for proposals website, or to contact the RFP point-of-contact identified in the RFP for any addenda issued to this RFP. The State shall not be responsible for any incomplete proposal submitted as a result of missing addenda, attachments or other information regarding the RFP.*

August 31, 2015

REQUEST FOR PROPOSALS

**WRAPAROUND PROGRAM FOR YOUTH IN THE
JUVENILE JUSTICE SYSTEM
RFP No. HMS 501-16-03**

The Department of Human Services, Office of Youth Services (OYS), is requesting proposals from qualified applicants to provide Wraparound Program for youth in the Juvenile Justice System. The contract term will be from February 1, 2016 to January 31, 2017, and may be extended for an additional 48 months, contingent upon program performance and the availability of funds and budget execution policies.

Proposals shall be mailed, postmarked by the United States Postal Service on or before October 9, 2015, and received no later than 10 calendar days from the submittal deadline. Hand delivered proposals shall be received no later than 4:30 p.m., Hawaii Standard Time (HST), on October 9, 2015, at the drop-off sites designated on the Proposal Mail-in and Delivery Information Sheet. Deliveries by private mail services such as Federal Express (FedEX) and the United Postal Services (UPS) shall be considered hand deliveries. Proposals postmarked or hand delivered after the submittal deadline shall be considered late and rejected. There are no exceptions to this requirement.

The Office of Youth Services will conduct an orientation on Friday, September 4, 2015, from 1:00 p.m. to 3:00 p.m. HST, at the following locations:

Oahu	Kalanimoku Building 1151 Punchbowl Street Honolulu
Hawaii	Hilo State Office Building 75 Aupuni Street Hilo
Kauai	Lihue State Office Building 3060 Eiwa Street Lihue
Maui	Wailuku State Office Building 54 South High Street Wailuku

All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 4:30 p.m., HST, on September 11, 2015. All written questions will receive a written response from the State which will be posted as an addendum to the RFP on or about September 18, 2015.

Inquiries regarding this RFP should be directed to the RFP contact person:

Merton Chinen
707 Richards Street, Suite 525
Honolulu, Hawaii 96813
Telephone (808) 587-5712
Fax (808) 587-5734
E-mail: mchinen@dhs.hawaii.gov

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

<p>NUMBER OF COPIES TO BE SUBMITTED: ONE (1) ORIGINAL AND THREE (3) COPIES OF THE PROPOSAL ARE REQUIRED</p>

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **October 9, 2015** and received by the state purchasing agency no later than 10 calendar days from the submittal deadline.

All Mail-ins

<p>State of Hawaii Department of Human Services Office of Youth Services 707 Richards Street, Suite 525 Honolulu, Hawaii 96813</p>
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OYS RFP COORDINATOR

<p>Merton Chinen For further information or inquiries Phone: (808) 587-5712 Fax: (808) 587-5734 Email: mchinen@dhs.hawaii.gov</p>

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL
4:30 P.M., Hawaii Standard Time (HST), Friday, October 9, 2015.

**STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
OFFICE OF YOUTH SERVICES
707 RICHARDS STREET, SUITE 525
HONOLULU, HAWAII 96813**

BE ADVISED:

Deliveries by private mail services such as FEDEX OR UPS shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 p.m., Friday, October 9, 2015.

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Section 1

Administrative Overview

Section 1

Administrative Overview

Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

1.1 Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. If an activity on this schedule is delayed, the rest of the schedule will likely be shifted by the same number of days. Contract start dates may be subject to the issuance of a notice to proceed.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	08/31/2015
Distribution of RFP	08/31/2015
RFP orientation session	09/04/2015
Closing date for submission of written questions for written responses	09/11/2015
State purchasing agency's response to applicants' written questions	09/18/2015
Discussions with applicant prior to proposal submittal deadline (optional)	
Proposal submittal deadline	10/09/2015
Discussions with applicant after proposal submittal deadline (optional)	
Final revised proposals (optional)	
Proposal evaluation period	10/2015
Provider selection	10/2015
Notice of statement of findings and decision	11/2015
Contract start date	02/01/2016

1.2 Website Reference

Item	Website
1 Procurement of Health and Human Services	http://spo.hawaii.gov/for-vendors/vendor-guide/methods-of-procurement/health-human-services/competitive-purchase-of-services-procurement-method/cost-principles-table-hrs-chapter-103f-2/
2 RFP website	http://hawaii.gov/spo2/health/rfp103f/
3 Hawaii Revised Statutes (HRS) and Hawaii Administrative Rules (HAR) for Purchases of Health and Human Services	http://spo.hawaii.gov Click on the “References” tab.
4 General Conditions, AG-103F13	http://hawaii.gov/forms/internal/departments-of-the-attorney-general/ag-103f13-1/view
5 Forms	http://spo.hawaii.gov Click on the “Forms” tab.
6 Cost Principles	http://spo.hawaii.gov Search: Keywords “Cost Principles”
7 Protest Forms/Procedures	http://spo.hawaii.gov/for-vendors/vendor-guide/protests-for-health-and-human-services/
8 Hawaii Compliance Express (HCE)	http://spo.hawaii.gov/hce/
9 Hawaii Revised Statutes	http://capitol.hawaii.gov/hrscurrent
10 Department of Taxation	http://tax.hawaii.gov
11 Department of Labor and Industrial Relations	http://labor.hawaii.gov
12 Department of Commerce and Consumer Affairs, Business Registration	http://cca.hawaii.gov click “Business Registration”
13 Campaign Spending Commission	http://ags.hawaii.gov/campaign/
14 Internal Revenue Service	http://www.irs.gov/
(Please note: website addresses may change from time to time. If a State link is not active, try the State of Hawaii website at http://hawaii.gov)	

1.3 Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS) Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

1.4 RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview: Provides applicants with an overview of the procurement process.

Section 2, Service Specifications: Provides applicants with a general description of the tasks to be performed, delineates provider responsibilities, and defines deliverables (as applicable).

Section 3, Proposal Application Instructions: Describes the required format and content for the proposal application.

Section 4, Proposal Evaluation: Describes how proposals will be evaluated by the state purchasing agency.

Section 5, Attachments: Provides applicants with information and forms necessary to complete the application.

1.5 Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Department of Human Services
Office of Youth Services
707 Richards Street, Suite 525
Honolulu, Hawaii 96813
Phone: (808) 587-5700
Fax: (808) 587-5734

1.6 RFP Point-of-Contact

From the release date of this RFP until the selection of the successful provider(s), any inquiries and requests shall be directed to the sole point-of-contact identified below.

Merton Chinen
Telephone (808) 587-5712
E-mail: mchinen@dhs.hawaii.gov

1.7 Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

Date: September 4, 2015 Time: 1:00 p.m. – 3:00 p.m.

Locations:

Oahu

**Kalanimoku Building
1151 Punchbowl Street
Honolulu**

Hawaii

**Hilo State Office Building
75 Aupuni Street
Hilo**

Kauai

**Lihue State Office Building
3060 Eiwa Street
Lihue**

Maui

**Wailuku State Office Building
54 South High Street
Wailuku**

All prospective applicants are encouraged to attend the orientation.

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the subsection 1.8, Submission of Questions.

1.8 Submission of Questions

Applicants may submit questions to the RFP point-of-contact identified in Section 1.6. Written questions should be received by the date and time specified in Section 1.1 Procurement Timetable. The purchasing agency will respond to written questions by way of an addendum to the RFP.

Deadline for submission of written questions:

Date: September 11, 2015

Time: 4:30 pm HST

State agency responses to applicant written questions will be provided by:

Date: September 18, 2015

1.9 Submission of Proposals

- A. **Forms/Formats** - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website referred to in Section 1.2, Website Reference. Refer to the Section 5, Proposal Application Checklist for the location of program specific forms.
1. **Proposal Application Identification (Form SPOH-200)**. Provides applicant proposal identification.
 2. **Proposal Application Checklist**. The checklist provides applicants specific program requirements, reference and location of required RFP proposal forms, and the order in which all proposal components should be collated and submitted to the state purchasing agency.
 3. **Table of Contents**. A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
 4. **Proposal Application (Form SPOH-200A)**. Applicant shall submit comprehensive narratives that address all proposal requirements specified in Section 3, Proposal Application Instructions, including a cost proposal/budget, if required.
- B. **Program Specific Requirements**. Program specific requirements are included in Sections 2 and 3, as applicable. Required Federal and/or State certifications are listed on the Proposal Application Checklist in Section 5.
- C. **Multiple or Alternate Proposals**. Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. **Provider Compliance**. All providers shall comply with all laws governing entities doing business in the State.
- **Tax Clearance**. Pursuant to HRS §103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers are required to have a tax clearance from the Hawaii State Department of Taxation (DOTAX) and the Internal

Revenue Service (IRS). Refer to Section 1.2, Website Reference for DOTAX and IRS website address.

- **Labor Law Compliance.** Pursuant to HRS §103-55, providers shall be in compliance with all applicable laws of the federal and state governments relating to workers' compensation, unemployment compensation, payment of wages, and safety. Refer to Section 1.2, Website Reference for the Department of Labor and Industrial Relations (DLIR) website address.
- **Business Registration.** Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations, unincorporated associations and foreign insurance companies shall be registered and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. Refer to Section 1.2, Website Reference for DCCA website address.

Providers may register with Hawaii Compliance Express (HCE) for online compliance verification from the DOTAX, IRS, DLIR, and DCCA. There is a nominal annual registration fee (currently \$12) for the service. The HCE's online "Certificate of Vendor Compliance" provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes. Refer to Section 1.2, Website Reference, for HCE's website address.

Providers not utilizing the HCE to demonstrate compliance shall provide paper certificates to the purchasing agency. All applications for applicable clearances are the responsibility of the providers. All certificates must be valid on the date it is received by the purchasing agency. The tax clearance certificate shall have an original green certified copy stamp and shall be valid for six months from the most recent approval stamp date on the certificate. The DLIR certificate is valid for six months from the date of issue. The DCCA certificate of good standing is valid for six months from date of issue.

- E. **Wages Law Compliance.** If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS §103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to Section 1.2, Website Reference for statutes and DLIR website address.
- F. **Campaign Contributions by State and County Contractors.** HRS §11-355 prohibits campaign contributions from certain State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. Refer to Section 1.2, Website Reference for statutes and Campaign Spending Commission website address.
- G. **Confidential Information.** If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the

proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note that price is not considered confidential and will not be withheld.

- H. **Proposal Submittal.** All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet, or as amended. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet, or as amended. Proposals shall be rejected when:

- Postmarked after the designated date; or
- Postmarked by the designated date but not received within 10 calendar days from the submittal deadline; or
- If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

1.10 Discussions with Applicants

- A. **Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. **After Proposal Submittal Deadline.** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance with HAR §3-143-403.

1.11 Opening of Proposals

Upon the state purchasing agency's receipt of a proposal at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

1.12 Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

1.13 RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for final revised proposals.

1.14 Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's final revised proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPOH-200).* After final revised proposals are received, final evaluations will be conducted for an award.

1.15 Cancellation of Request for Proposal

The RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interest of the State.

1.16 Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

1.17 Provider Participation in Planning

Provider(s), awarded a contract resulting from this RFP,

☐ are required

☒ are not required

to participate in the purchasing agency's future development of a service delivery plan pursuant to HRS §103F-203.

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the release of a RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals, if conducted in accordance with HAR §§3-142-202 and 3-142-203.

1.18 Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- (1) Rejection for failure to cooperate or deal in good faith. (HAR §3-141-201)

- (2) Rejection for inadequate accounting system. (HAR §3-141-202)
- (3) Late proposals (HAR §3-143-603)
- (4) Inadequate response to request for proposals (HAR §3-143-609)
- (5) Proposal not responsive (HAR §3-143-610(a)(1))
- (6) Applicant not responsible (HAR §3-143-610(a)(2))

1.19 Notice of Award

A statement of findings and decision shall be provided to each responsive and responsible applicant by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the provider(s) awarded a contract prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

1.20 Protests

Pursuant to HRS §103F-501 and HAR Chapter 148, an applicant aggrieved by an award of a contract may file a protest. The Notice of Protest form, SPOH-801, and related forms are available on the SPO website. Refer to Section 1.2, Website Reference for website address. Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

Head of State Purchasing Agency	Procurement Officer
Name: David Hip	Name: Kerry Kiyabu
Title: Executive Director	Title: Administrator
Mailing Address:	Mailing Address:

707 Richards Street, Suite 525 Honolulu, Hawaii 96813	707 Richards Street, Suite 525 Honolulu, Hawaii 96813
Business Address: Same	Business Address: Same

1.21 Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to HRS Chapter 37, and subject to the availability of State and/or Federal funds.

1.22 General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary

1.23 Cost Principles

To promote uniform purchasing practices among state purchasing agencies procuring health and human services under HRS Chapter 103F, state purchasing agencies will utilize standard cost principles as outlined on the SPO website. Refer to Section 1.2 Website Reference for website address. Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

Section 2

Service Specifications

2.1 Introduction

A. Overview, purpose or need

The Office of Youth Services (OYS) believes that community is where our youth belong. While community is where hurt, fear, suffering, and trauma may occur; community conversely is where caring, restoration, forgiveness, and healing emerges and is fostered. Deep connections and relationships form the foundation for community, and our state statute, “Aloha Spirit” (HRS 5-7.5), describes how we may consider to exercise the power and life force of the Aloha Spirit on behalf of Hawaii’s people: “‘Aloha’ is the essence of relationships in which each person is important to every other person for collective existence. Aloha means to hear what is not said, to see what cannot be seen and to know the unknowable.” Aloha Spirit is a way of life, an attitude, a way of being, that acknowledges the following:

Akahai – meaning kindness (grace), to be expressed with tenderness;

Lokahi – meaning unity (unbroken), to be expressed with harmony;

Oluolu – meaning agreeable (gentle), to be expressed with pleasantness;

Ha’aha’a – meaning humility (empty), to be expressed with modesty;

Ahonui – meaning patience (waiting for the moment), to be expressed with perseverance.

Our youth who are experiencing a lack of Aloha are often involved with our juvenile justice system and need to be nourished and connected to healthy healing families and relationships. Moreover many youth have also suffered from overwhelming stress and trauma related to personal experiences of physical or sexual abuse, community violence, neglect, maltreatment, loss of a caregiver, or witnessing violence or experiencing trauma vicariously. Much of the trauma and stress often lead to unpredictable responses in behavior, including delinquent behavior.

OYS cannot do this alone; we need community to be involved in multiple ways that truly reflect the intelligence and practical applications of Aloha. We need community to surround our youth with loving, authentic, courageous, strong and compassionate people, services and programs. Kupuna (respected elders), with their wisdom, role modeling, can bridge a link to ancestors, and Aloha presence need to be connected with our youth and families. The resulting outcomes will be youth

who are thriving, at peace with themselves and others, hopeful, mindful, and of service to the community.

Aloha is a life-long commitment that supports youth at-risk and their families. It supports their strengths and abilities to be successful in their schools and communities. It brings together a wide variety of stakeholders, parents and family members to strengthen collaboration, embrace wholeness, healing, and awareness that we are Lokahi (unbroken, unity & harmony). This realization can provide many types of Aloha responses that meet the unique talents, needs and abilities of the youth who need our direction and help.

OYS is requesting proposals from qualified applicants to provide Wraparound Services for youth involved in the juvenile justice system.

B. Planning activities conducted in preparation for this RFP

Written comments, suggestions, and other feedback for consideration in the scope of work and RFP requirements were requested by fax, mail or email through the Request for Information process by August 3, 2015. A written response commented on how will Wraparound integrate with other OYS' RFPs and services such as parent partners; consideration of additional positions such as navigator and youth partner; position qualifications; target population; cost effectiveness and evaluation, utilizing outside source; implementation with flexible, non-categorized funds; required experience with wrap services.

C. Description of the service goals

The goal of the Wraparound Program is to improve the lives of youth with complex needs who are involved in the juvenile justice system. It is a planning process to help youth and families develop individualized plans of care. An outcome of the Wraparound Program is to keep, or reunify youth with their identified families/legal caregivers by providing individual, intensive, comprehensive, integrated and creative treatment, intervention, and a variety of community support services. When returning a youth to their family is not a viable option, another outcome may be placement in a less restrictive environment or homelike setting such as a foster home. Wraparound Program also assists youth to hold them accountable for their behavior and to be in compliance with the terms and conditions of probation/parole or other status with the Family Court and/or the Hawaii Youth Correctional Facility (HYCF).

D. Description of the target population to be served

The target population is youth, 12 through 21, who have been referred by staff from HYCF and Family Courts statewide. Approximately thirty-two (32) youth and their families will be served annually, with approximately 75% or 24 youth on Oahu and 25% or 8 youth on Maui, Molokai, Lanai, Hawaii and Kauai. This approximate

number will be maintained in subsequent years unless a need is demonstrated to increase that number and funds are made available by STATE.

The priority population of youth who will be referred Wraparound Program is as follows:

1. Youth incarcerated at the Hawaii Youth Correctional Facility.
2. Youth who are on probation or parole and have complex family situations; involvement with multiple agencies.
3. Youth at Detention Facility or at risk of being placed on probation.
4. Youth on the waiting list for or residing in a safe house residential program.

In addition to the above criteria, higher priority will be given to youth who:

- have or continue to run away;
- have 2 or more incarcerations during the in the last year;
- have been suicidal;
- been placed in an institution in Hawaii or the mainland;
- at risk of being place in an institution;
- are at risk for being trafficked;
- and/or are at risk for being arrested/detained/incarcerated.

E. Geographic coverage of service

Wraparound Program shall be primarily provided on Oahu, where the majority of youth will reside; it shall also be provided youth on the islands of Maui, Kauai, Hawaii, Molokai and Lanai, which will require coordination with staff and resources in those geographic areas.

F. Probable funding amounts, source, and period of availability.

1. **Funding Period:** February 1, 2016 to January 30, 2017
2. **Approximate Total Amount of Funds:** \$300,000 for FY 16 (2/1/16 – 1/30/17)
3. The OYS anticipates funds to be awarded for one 12-month period, subject to the availability of funds and quality of program services. There may be a possibility for the extension of the initial award period to up to three (3) 12-month periods should funds become available. The award of a contract and any allowed renewal or extension thereof is subject to allotments to be made by the Director of Finance, State of Hawaii, pursuant to Chapter 37, Hawaii Revised Statutes, and subject to the availability of funds and the quality of program services.
4. There will be one award granted.

5. The OYS reserves the right to make modifications to the scope of services and in the funding amounts that it is unable to anticipate now. There may be modifications made to continue or to improve the services. Additionally, should funding be increased or decreased, the OYS reserves the right to add in additional funds or decrease funds at its discretion.

2.2 Contract Monitoring and Evaluation

The criteria by which the performance of the contract will be monitored and evaluated are:

1. Performance/Outcome Measures
2. Output Measures
3. Quality of Care/Quality of Services
4. Financial Management
5. Administrative Requirements

2.3 General Requirements

A. Specific qualifications or requirements, including but not limited to licensure or accreditation

1. The applicant shall comply with Chapter 103F, HRS, Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (effective 10/1/98), which can be found on the SPO website (See Section 5, POS Proposal Checklist, for the website address).
2. The applicant shall comply with other applicable federal cost principles and guidelines, as appropriate and as required by the source of funding.
3. The general conditions that will be imposed contractually are on the SPO website. Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.
4. The Applicant shall maintain insurance acceptable to the State in full force and effect throughout the term of this contract, until the State certifies that the Applicant's work has been completed satisfactorily. The policy or policies of insurance maintained by the Applicant shall provide the following limit(s) and coverage:

Coverage

**Commercial General Liability
(occurrence form)**

Limits

**\$2,000,000 combined single limit
per occurrence for bodily injury and
property damage**

Automobile

Bodily injury \$1,000,000/person
1,000,000/occurrence
Property damage \$1,000,000/accident

**Professional Liability
(if applicable)**

\$1,000,000/claim
\$2,000,000 annual aggregate

Each insurance policy required by this contract shall contain the following clauses:

1. *"The State of Hawaii is added as an additional insured as respects to operations performed for the State of Hawaii."*
2. *"It is agreed that any insurance maintained by the State of Hawaii will apply in excess of, and not contribute with, insurance provided by this policy."*

Each insurance policy shall be written by insurance companies licensed to do business in the State or meet Section 431:8-301, HRS, if utilizing an insurance company not licensed by the State of Hawaii.

Automobile liability insurance shall include excess coverage for the Contractor's employees who use their own vehicles in the course of their employment.

The Applicant agrees to deposit with the State of Hawaii, on or before the effective date of this contract, certificate(s) of insurance necessary to satisfy the State that the insurance provisions of this contract have been complied with and to keep such insurance in effect and the certificate(s) therefore on deposit with the State during the entire term of this contract. Upon request by the State, Applicant shall furnish a copy of the policy or policies.

The Applicant shall immediately provide written notice to the contracting department or agency should any of the insurance policies be cancelled, limited in scope, or not be renewed upon expiration.

Failure of the Applicant to provide and keep in force such insurance shall be regarded as material default under this contract, entitling the State to exercise any or all of the remedies provided in this contract for a default of the Applicant.

The procuring of such required policy or policies of insurance shall not be construed to limit Applicant's liability hereunder nor to fulfill the indemnification provisions and requirements of this contract. Notwithstanding said policy or policies of insurance, Applicant shall be obliged for the full and total amount of any damage, injury, or loss caused by negligence or neglect connected with this contract.

If the Applicant is authorized by the Office of Youth Services to subcontract, subcontractor(s) is not excused from the indemnification and/or insurance provisions of this contract. In order to indemnify the State, the Applicant agrees to require its subcontractor(s) to obtain insurance in accordance with the insurance provisions of this contract.

B. Secondary purchaser participation
(Refer to HAR §3-143-608)

After-the-fact secondary purchases will be allowed.

There are no planned secondary purchases. None

C. Multiple or alternate proposals
(Refer to HAR §3-143-605)

☐ Allowed ☒ Unallowed

D. Single or multiple contracts to be awarded
(Refer to HAR §3-143-206)

☒ Single ☐ Multiple ☐ Single & Multiple

Criteria for multiple awards: N/A

E. Single or multi-term contracts to be awarded
(Refer to HAR §3-149-302)

☐ Single term (2 years or less) ☒ Multi-term (more than 2 years)

Contract terms: The initial term of the contract shall commence on or after February 1, 2016 and continue through January 30, 2017. Services are not to begin until a Notice to Proceed has been issued by the OYS. There may be a possibility for extension of the initial award period for three (3) additional 12-month periods should funds become available. The maximum length of the contract shall be forty-eight (48) months. The conditions for extension must be in writing and any extension must be executed prior to the expiration of the initial term of the contract and any subsequent extension. The award of a contract and any allowed renewal or extension thereof is subject to allotments to be made by the Director of Finance, State of Hawaii, pursuant to Chapter 37, Hawaii Revised Statutes, and subject to the availability of funds and the quality of program services.

2.4 Scope of Work

The scope of work encompasses the following tasks and responsibilities (Minimum and/or mandatory tasks and responsibilities):

A. Service Activities

1. Service Framework:

The Native Hawaiian Education Council (NHEC) has developed seven guiding themes for culturally responsive learning environments and is being adopted by the OYS as a framework for addressing youth issues to ensure youth have the opportunity to develop social, emotional, cognitive, behavioral and moral competencies and resiliency to enable them to achieve a successful transition to young adulthood:

- a. ***‘Ike Pilina (Value of Relationship)*** enriching relationships between youth, family, people, places and things that influence their lives through experiences, their ancestors, culture, and traditions.
- b. ***‘Ike MauliLāhui (Value of Cultural Identity)*** strengthening and sustaining cultural identity through practices that support learning, understanding, behaviors, and spiritual connections through the use of language, culture, history, traditions and values.
- c. ***‘Ike Kuana ‘Ike (Value of Cultural Perspective)*** increasing global understanding by broadening the views and vantage points that promotes contributions to local and global communities.
- d. ***‘Ike Na’auao (Value of Intellect)*** instilling and fostering a lifelong desire to seek knowledge and wisdom, through the traditions and stories of our elders.
- e. ***‘Ike Ho’okō (Value of Applied Achievement)*** developing multiple cultural pathways for achieving success in pursuing learning excellence.
- f. ***‘Ike Piko’u (Value of Personal Identity)*** promoting personal growth, development and self-worth to support a greater sense of belonging, compassion and service toward one’s self, family and community.
- g. ***‘Ike Honua (Value of Place)*** developing a strong understanding of place, and appreciation of the environment and the world at large, and the delicate balance necessary to maintain it for generations to come.

2. Trauma Informed Care

A trauma-informed care approach shall be incorporated in the service delivery for youth at-risk. Studies have indicated the high prevalence of histories of trauma among youth who are placed in out-of-home care and/or involved with the juvenile justice system. It is estimated that between 75-93 percent of youth

entering the juvenile justice system annually have experienced some degree of traumatic victimization. A framework vital to intervention services that addresses youth with histories of trauma, recognizes the presence of trauma symptoms, and acknowledges the role that trauma has played in their coping behaviors is being adopted by the OYS.

3. Specific Activities

The Wraparound process supports a shared vision developed by the youth and parents with the support of their wraparound team. Utilizing a family-centered, strength-based, needs-driven planning process in which the youth's and family's service needs are identified by the wraparound team, youth and parents are viewed as full partners throughout the entire process. With the help of a wraparound facilitator, navigator, and a parent partner, individualized services, supports, and interventions are identified to meet the youth's and family's needs.

This Wraparound process involves a paradigm shift away from traditional service delivery systems, which are professionally driven and focus on family deficits rather than strengths. As the needs of the youth and family change, the services must be changed along with them. Service provision and intervention must work towards being creative and flexible to support the family's unique needs. Commitment and support are unconditional or persistent and the youth and family are not denied support when problems are encountered.

The following elements serve as the philosophical base for the Wraparound process.

- Wraparound efforts are based in the community.
- Services and supports are individualized to meet the needs of the children and families.
- The process must be culturally competent and build on the unique values, preferences, strengths of children and families.
- Parents should be included in every level of development of the process.
- For the wraparound process to be successful, agencies must collaborate to create access to flexible, non-categorized funding.
- The process is implemented on an inter-agency basis and be open to involvement by the larger community and cultural groups.
- Wraparound plans require a balance of formal services and informal community and family resources.
- Services are to be unconditional. This means that if the needs of the child and family change, they are not to be rejected from services. Instead, the services must be changed to meet the newly identified needs when a plan or services was deemed to be unsuccessful to help the youth or family reach a desired goal or outcome.

- Outcomes and cost effectiveness must be measured and shared with the youth and family team so they know how well things are or are not progressing.

a. Organizational Structure

Wraparound services will be implemented using a public/private partnership model. While the OYS will serve as the funder and oversight agency, the provider will work hand-in-hand with other youth stakeholders such as mental health, probation, education, child welfare, and existing family resource centers and community-based organizations to provide a continuum of services for youth and families. The partnership model was selected because it offers the OYS and juvenile justice system important shared oversight and monitoring opportunities; it is a logical extension of the collaborative infrastructure required for this venture; it will build upon a sturdy, longstanding administrative structure that will support Wraparound services at policy, implementation, and community levels; and it will build a multi-agency, coordinated system for juvenile justice youth and their families. The Hawaii Juvenile Justice Wraparound Oversight Group will provide valuable expertise and advisory experience to help foster a responsive, adaptable, creative, and effective Wraparound service system.

b. Staffing, Training and Capacity

- 1) Hiring/training of wraparound facilitator (2 FTE minimally) on Oahu; as needed on Maui; Hawaii; Kauai; Molokai, and Lanai.
- 2) Hiring/training of wraparound community navigator (1 FTE minimally) on Oahu; as needed on Maui; Hawaii; Kauai; Molokai, and Lanai.
- 3) Hiring/training of Program Director (.50 FTE minimally) on Oahu

The training and close supervision for the wraparound staff is critical for the quality and effective of services. Applicants shall present a training plan with topics and trainers identified. It is anticipated the first year of the contract will require training and technical assistance from experts in the wraparound field to educate the juvenile justice system of care.

Wraparound team staff shall be assigned a maximum of 12 families at any one time. Close supervision of the facilitator and navigator through an administrative structure is required to assure the youth and family are provided quality and effective services.

c. Flex Funds

The utilization of Flex Funds to help meet the unmet needs for the youth and family is an important component of Wraparound services. Flex funds are designed to quickly address short term needs of the family while longer term solutions that will remain available to the family are developed and accessed. All flexible fund expenditures must be documented with receipts and a brief statement of the purpose of the expense. Flexible funds should only be used after all other sources of funding have been exhausted. Within the reasonable constraints of time, level of emergency need and scheduling available, flexible fund expenditures should be made with the advice and consent of the entire Wraparound team. Applicants shall allocate at least 5% of the total contract funds for Flex Funds.

d. Referral and Implementation Plan

Youth will be referred to Wraparound Services by HYCF staff, Probation Officers from Family Court and other referral sources (designated by the OYS). The probation officer, social worker or other OYS approved referral staff will contact the Wraparound facilitator that a referral is being made and will be sent on the OYS approved referral form. Within 5 work days after receiving a referral, the core wraparound team members will discuss the referral and determine the best way to contact the parents of the youth referred so that a meeting can be set up with the parent or legal care giver to determine if they wish to participate in the wraparound planning process.

The Wraparound Services Youth and Family Team plan shall address the terms and conditions of probation, the resources available to address areas identified unmet needs of the youth and his or her family, and also address the results of any identified risk and needs assessments (such as substance abuse, anger management, academic difficulties, family relationships, etc.). The team will designate who shall be making the referrals to these resources, and who will be involved in participating in, delivering, and monitoring of the services. The team plan shall be a dynamic document that is revisited throughout the youth's participation in the wraparound process and amended and adjusted based on progress made or problems encountered.

The wraparound plan shall also address any disposition and terms and conditions of probation, including, but not be limited to, the following elements:

- 1) Description of the problems that brought the youth into the juvenile justice system;
- 2) Individual needs, such as substance abuse, mental health and trauma issues;

- 3) Family or youth's unmet needs identified by the parent, youth and wraparound team members
- 4) Education needs, such as general education, credit recovery, and GED;
- 5) Community resources that can address the identified unmet needs of the youth and family; and
- 6) The time frame for engaging in services and resources identified in the implementation plan.

Advocacy on behalf of youth and families by the facilitator, community navigator or wraparound parent partners to secure and follow through with the necessary resources to address compliance with the terms and conditions of probation shall be ongoing.

The facilitator shall coordinate and facilitate team meetings, as needed, involving key persons who are responsible for the implementation plan, including the youth monitor, youth's probation officer, parents and other family members and service providers. Wraparound team members will write monthly progress notes that appraise and assess the progress of the youth and family and identify any areas of need to be further addressed.

e. Wraparound Process and Plan Development

Participate in a wraparound process to facilitate and support the youth's and family's voice in meeting the terms and conditions of probation or other status with the court. Participation will include:

- 1) Coordination of the wraparound team members to support the wraparound process among the team members and involved agencies or organizations
- 2) Assist in the development of a wraparound plan by a team that consists of the parents, youth, facilitator, parent partner (a separate OYS provider), community navigator, and others who know the youth and parents best, which may include professions who have worked with the youth/family, other family members and natural support persons from the family's community. Ideally the team should have more natural support persons such as relatives and persons from the community than professionals staff

The plan is needs-driven rather than service-driven, although a plan may incorporate existing categorical services if appropriate to the needs of the youth and his or her family. The initial plan should be a combination of existing or modified services, newly created services, informal supports, and community resources, and if incarcerated should include a plan to return to the community and connecting to the natural supports in the youth's and family's community. The

plan should also include a safety plan that the parents, youth and wraparound team can follow in case of a crisis or emergency. It is the responsibility of the wraparound facilitator to notify team members, appropriate authorities and the OYS contact for the contract as soon as feasible after the occurrence of a serious incident that created an emergency or crisis situation.

The parent(s) and youth are integral parts of the wraparound team and must have input and ownership of the plan. Wraparound plans are strength based and are not developed without the presence of the youth and his or her parents unless the condition or situation of the youth is such that he or she cannot focus or tolerant participation in meetings that may last up to 90 minutes and reasonable adaptations are still not successful in helping the youth to participate fully in this planning process.

The plan is based on the unique strengths, values, norms, and preferences of the child, family, and community. Any interventions, treatments, supports or services that are allowed in the plan should have taken into account the youth, family, and community strengths. The plan should also address the deeper unmet or underlying needs of the youth and family.

The plan is also focused on typical needs in life domain areas that all persons (of like age, sex, culture) have. These life domains are: family, living situation, financial, educational/vocational, social/recreational, behavioral/emotional, psychological, health, legal, cultural, safety, and others.

All services and supports must be culturally competent and tailored to the unique values and cultural needs of the child, family, and the culture that the family identifies with.

The youth and family team and agency staff providing services and supports should make a commitment to unconditional care. When things do not go well, the youth and family are not "kicked out", but rather, the individualized services and supports are changed.

Services and supports are community-based. When residential treatment or hospitalization is accessed, these service modalities are to be used as resources and not as placements that operate outside of the plan produced by the youth and family team.

Planning, services, and supports should cut across traditional agency boundaries through multi-agency involvement and funding. All pertinent agencies such as the Department of Education, Department of Health and others will work together to improve services and supports. They should work together to develop flex funds to support and cover one-time costs

that help the youth and family accomplish their plans when other funding resources are unable to fund a particular unique but needed services and support for the youth and family's wraparound plan. Under the guidance and direction of OYS, the Applicant will work with state agencies to develop a process to access and coordinate the various funding streams available to youth with complex needs so as to better support the wraparound process and plans. Agencies will also work together to support the provider of the wraparound facilitation to develop outcome measures for wraparound so that progress of youth and their families can be tracked and evaluated and that the cost effectiveness of these services can be determined.

The following tasks shall be provided during the implementation phase:

1. Check in with youth and family weekly to determine progress of plan.
2. Maintain crisis call and management response.
3. Monitor and maintain quality service provision by assuring services are provided and youth and family members are attending.
4. Identify any barriers and concerns and address to resolve them.
5. Provide peer-to-peer support with the help of parent partners.
6. Host meetings at least monthly to review and adjust the plan.
7. Celebrate successes.

f. Transition Phase and Completion of Wraparound Program

The Wraparound team proactively plans for completion of the wraparound program. The youth and family are actively engaged to decide how the transition will occur and to negotiate any follow-up aftercare support as needed. Team members provide feedback and insight about areas of accomplishment, successes, and continued needs to be addressed to maintain the progress and future well-being of the youth and family.

Youth and families will complete Wraparound program when:

1. The youth's and family's Wraparound Team has determined that the goals and objectives of the wraparound plan have all been reached and the youth and family are ready to graduate from the program.
2. The family and youth have determined that their shared vision and mission has been reached or is solidly in place.

g. Documentation and Reports

Documentation of each contact with the youth, family and other collateral contacts shall be made in a format this is agreed upon by the agency providing wraparound facilitation and the Office of Youth Services. Copies of the wraparound team members monthly progress notes, meeting notes, the wraparound safety plan and the actual wraparound plan shall be provided to the Office of Youth Services in the agreed upon formats.

B. Management Requirements (Minimum and/or mandatory requirements)

1. Personnel

- a. The Applicant will provide all personnel necessary for the effective completion of the requested services. This shall include but not be limited to:
 - 1) The Program Director or Supervisor of the Wraparound Program staff shall at minimum have a Bachelor's degree from an accredited college or university. Equivalent experience working with youth and families may be substituted on a year-for-year basis, subject to the approval of the Office of Youth Services. The Program Director or Supervisor shall have a minimum of one-year supervisory/management experience.
 - 2) Facilitators shall at minimum have a Bachelor's degree from an accredited college or university or an Associate's degree and two (2) years of experience working with youth and families. Equivalent experience working with youth and families may be substituted on a year-for-year basis, subject to the approval of the Office of Youth Services. A combination of education and appropriate experience shall meet this qualification.
 - 3) The Community Navigator shall be at least 21 years of age and at minimum have an Associate's degree. Additionally, staff shall have at least two years of experience working with at-risk youth, preferably youth who have been involved with the juvenile justice system.
 - 4) The Applicant shall maintain a plan for recruitment and retention of staff, and maintain staffing level ratios that specifically addresses handling of vacancies and absences.
 - 5) The Applicant shall detail the Applicant's staff pre-service and in-service training plan with scheduled completion dates and training topics. The training plan shall identify who will provide training and their qualifications. The training plan shall be reviewed by the OYS prior to implementation, and include topics such as Trauma Informed Care, Suicide Prevention/Intervention, Wraparound Process, and services for Lesbian Gay Bisexual Transgender (LGBT) population.
 - 6) The Applicant shall ensure that employees do not have a criminal history or background that poses a risk to youth. The Applicant shall conduct employment and reference checks on all employment Applicants. In addition, prior to providing direct services to youth, criminal history record checks (State and FBI Criminal History Check, Sex Offender Registry, and the Child Abuse and Neglect

Registry Clearance) shall be conducted, as allowed by statutes or rules, for any person who is employed or volunteers in an position that necessitates close proximity to children or adolescents. Documentation of criminal history record checks shall be maintained in the employee or volunteer's personnel file and shall be available for review. Criminal history record checks, except for the FBI fingerprint check, shall be conducted annually.

- 7) The Applicant shall develop policies that describe the grounds and circumstances for denial of employment or termination of current employees who have been found to have convictions or pending charges upon completion of any criminal history check or other investigation.
- 8) The program staff shall have appropriate qualifications and necessary training to provide the propose services and activities and demonstrate knowledge, capacity, skills and experience in working with the target population, and be knowledgeable of positive youth development philosophy and strategies.
- 9) The Applicant shall have written personnel policies covering selection of staff, salaries, fringe benefits, leaves, job descriptions, and minimum qualifications of each position. Staff salaries shall be sufficiently competitive to recruit and retain qualified staff.

2. Administrative

- a. The Applicant is required to meet with the State upon execution of the contract to discuss the development and implementation of the program, and attend additional meetings to further define program elements after implementation.
- b. The Applicant is required to maintain detailed records of youth, program activities, and personnel in addition to maintaining an accounting system and financial records to accurately account for funds awarded. Funds shall be budgeted and expended in accordance with applicable State and/or Federal cost principles.
- c. The Applicant shall also be required to comply with applicable provisions and mandates of the Health Insurance Portability and Accountability Act (HIPAA) of 1996. The HIPAA regulates how individually identifiable health (medical and mental health) information is handled to ensure confidentiality.
- d. The OYS reserves the right to make modifications to the scope of the services and in the funding amounts that it is currently unable to

anticipate. There may be unique circumstances, not limited to directives and decrees from State and Federal agencies that require these modifications be made to continue or improve services. Additionally should funding be increased or decreased, the OYS reserves the right to add in additional or decrease funds at its discretion.

- e. The Applicant shall not utilize youth for any agency solicitation or political campaign purposes.
- f. The Applicant may not charge youth and/or their families more than a token amount for program services.
- g. Subcontracting arrangements may be allowed if the Applicant is unable to provide components of the requested services directly. Copies of draft subcontract agreements must be submitted as an attachment to the proposal. All subcontracts must follow the pricing structure and all other requirements of this RFP.
- h. Memoranda of Agreements and working agreements with other agencies for services resulting from awards and contracts of this RFP shall be submitted to the OYS for review for appropriateness and relevancy.
- i. The successful Applicant will be required to enter into a formal written Contract with the Office of Youth Services in accordance with the laws, rules and regulations of the State of Hawaii. The RFP and Applicant's proposal shall be incorporated in the Contract by reference.

The stated requirements appearing elsewhere in this RFP shall become part of the terms and conditions of the resulting Contract. Any deviations thereof must be specifically defined by the Applicant in its proposal which, if successful, will become part of the Contract.

The funds available for this project are limited. The OYS reserves the rights to contract for only those services which appear to be in the best interests of the OYS.

Upon award, the OYS will forward the formal Contract to the successful Applicant for execution. The Contract shall be signed by the successful Applicant and returned, together with required insurance documents (including indemnification), and other supporting documents, within ten (10) calendar days after receipt by the Applicant, or within such further time as the Executive Director may allow.

No such Contract shall be binding upon the OYS until the Contract has been fully and properly executed by all the parties thereto and the State Comptroller has, in accordance with Section 103-39, Hawaii Revised

Statutes, endorsed thereon his certificate that there is an appropriation or balance of an appropriation over and above all outstanding contracts, sufficient to cover the amount required by the Contract during the fiscal year. Further, the Contract shall not be considered to be fully executed until the Department of the Attorney General of the State of Hawaii has approved the Contract as to form.

The OYS reserves the right to cancel the Contract without cause and to request new proposals for the work.

- j. No Supplementary Agreement shall be binding upon the OYS until the Agreement has been fully and properly executed by all parties thereto prior to the start date of Agreement. The PROVIDER shall not provide any services until the Agreement is fully and properly executed.

Any work performed by the successful Applicant prior to receipt of a Notice to Proceed shall be at the Applicant's own risk and expense. The State of Hawaii and the OYS are not and will not be liable for any work, contract costs, expenses, loss of profits or damages whatsoever incurred by the successful Applicant prior to the receipt of a Notice to Proceed.

The Provider is responsible to purchase or lease, with available funding, all the necessary furniture and equipment needed to perform the services. Prior approval must be obtained from the OYS for the initial purchase of equipment, furniture, supplies, etc. which are required for this Contract. Subsequent purchases of equipment above \$250 (that has a useful life of more than one year) shall require prior approval. Upon termination of the contract equipment, furniture and supplies purchased must be returned to the OYS. Telecom request to install or de-install any server, computers and printer related equipment, and telecommunication must be submitted to the Department.

3. Quality assurance and evaluation specifications

- a. All contracts shall be monitored by the OYS in accordance with requirements set forth by Chapter 103F, Hawaii Revised Statutes. Contract monitoring shall include but may not be limited to:
 - 1) The review of amendments and approvals, deemed appropriate by the OYS, of the contract's program items, especially the outcomes plan, the performance targets and milestones, the assurance of collaboration, quarterly program reports, and other documents submitted to the OYS.
 - 2) Periodic site visits, scheduled and unscheduled, with comprehensive written evaluation of the major program service areas, such as:

- i. Staff qualification, organization, and effectiveness.
- ii. Outcomes planning, implementation, and evaluation.
- iii. Collaboration (Informal and formal agreements and subcontracts).
- iv. File maintenance and record keeping.
- v. Facility accessibility, suitability, and safety.
- vi. Transportation and other liability issues.
- vii. Consumer satisfaction.

3) The Applicant shall allow the OYS access to all materials, files, and documents relating to the provision of services. In addition, the OYS may, at its discretion, observe individual, group, and educational sessions conducted by the Applicant.

b. The Applicant must maintain for the term of the contract the system of evaluation developed by the OYS, including the use of evaluation tools and reporting forms. In addition, the Applicant must take corrective actions the OYS deems necessary in light of the evaluation data.

4. Output and performance/outcome measurements

The overarching goals for The Office of Youth Services is for youth to live safely in their homes or home like settings, succeed in their education and contribute positively to their families, schools and communities. As part of reaching these goals the Office is committed to the goals and objectives of the Juvenile Justice Reform Act and identifies the Wraparound planning process as an important component of supporting the provisions and mission of this Act.

a. Qualified applicants are required to achieve the following performance measures:

- 1) Of the youth and families served by the program annually, 80% will successfully complete the program
- 2) Of the youth served by the program annually, 80% will remain in and/or return to their homes or a more homelike environment, attend school/vocational training, and avoid criminal or status offenses and be active and contribute to their community.

b. Applicants may develop additional performance measures as mutually agreed upon with OYS.

5. Experience

The Applicant must demonstrate a thorough understanding of the purpose and scope of the wraparound planning process and the service activities, as well as

the necessary skills, abilities to fully develop, implement and maintain the wraparound process. The Applicant shall have some experience actually delivering the types of services proposed herein in response to this RFP. Experience with youth involved with the juvenile justice system is preferred but not mandatory.

6. Coordination of services

Services to youth shall be coordinated and collaborative with other service providers, community resources, and state department services.

7. Reporting requirements for program and fiscal data

Timely program and fiscal reports as specified by OYS will generally be due on a quarterly basis and at the end of each budget period. Contracts are programmatically and fiscally monitored by OYS. Monitoring includes the review of program reports and services; invoices; and any issues applicable to services provided. Monitoring may take place at a variety of locations including the applicant's administrative office and the site(s) of service delivery.

C. Facilities

Applicants shall assure the adequacy of the facilities that will be used to conduct the proposed service to ensure the safety and well-being of the target population and comply with Americans with Disabilities Act building requirements.

2.5 COMPENSATION AND METHOD OF PAYMENT

A. Pricing structure or pricing methodology to be used

Pricing structure will be based on a cost reimbursement basis. The cost reimbursement pricing structure reflects a purchase arrangement in which OYS pays the applicant for budgeted costs that are actually incurred and allocable in delivering the services specified in the contract, up to a stated maximum obligation.

Applicants shall be required to apply the Cost Principles on Purchase of Health and Human Services and other applicable federal cost principles and guidelines as appropriate and as required by the source of funding

Total funding amount allocated to the contract may be increased or decreased at any time, at the discretion of OYS. Reasons for such increases or decreases include, but are not limited to, the program's performance, availability of funds, cost of living adjustments, utilization rates, and a shifting of community needs and priorities.

B. Units of service and unit rate

Not Applicable

C. Method of compensation and payment

Payments shall be made in accordance with the State of Hawaii, State Procurement Office, Chapter 103F, HRS – Cost Principles, Purchases of Health and Human Services and when applicable, in accordance with the Office of Management and Budget (OMB) Federal Cost Principles (OMB Circular A-21, A-87 or A-122) and subject to the following:

After the first payment made in advance, the monthly/quarterly invoices shall be on expenditures actually incurred for the performance of the services required under the contract.

The OYS shall withhold a final payment of one-twelfth (1/12th) the total compensation for each budget period until final settlement of each budget period of a contract. Provided that all expenditures are in compliance with the terms stated in the contract, payment of the lesser of actual costs reported on the final expenditure report or the contract amount for the budget period will be made.

D. All budget forms, instructions and samples are located on the SPO website (see the Proposal Application Checklist in Section 5 for website address). The following budget form(s) shall be submitted with the Proposal Application:

SPO-H-205 Budget
SPO-H-206A Personnel - Salaries & Wages
SPO-H-206B Personnel - Payroll Taxes and Fringe Benefits
SPO-H-206C Travel - Inter-Island*
SPO-H-206D Travel - Out-of-State*
SPO-H-206E Contractual Services-Administration
SPO-H-206F Contractual Services-Subcontracts
SPO-H-206G Depreciation
SPO-H-206H Program Activities
SPO-H-206I Equipment Purchases*
SPO-H-206J Motor Vehicle

*Expenditures require justification and prior approval.

If any one of the above forms is not applicable, please note as “N/A” on the form.

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposal Applications shall utilize 12-pitch font with no reduction in character spacing and position, and scale at 100%. Page margins shall be one inch all around.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPOH-200A) is available on the SPO website (Refer to Section 1.2 Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

The Proposal Application is comprised of the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

3.1 Program Overview (Not to exceed 2 pages)

Applicant shall give a brief overview to orient evaluators as to the program/services being offered. Include:

1. Location/s of the wraparound staff and meetings
2. How the proposed wraparound program align with Applicant's mission and vision;
3. Description of the goals and objectives related to the wraparound planning process and desired outcomes of the wraparound plans for the targeted youth and their families; and
4. How the proposed services and supports outlined in the wraparound plans will meet the needs and impact the development of the target population and their families.

3.2 Experience and Capability (Not to exceed 5 pages)

A. Necessary Skills

The Applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the wraparound planning process and its components. If the Applicant intends to use subcontractors, subcontractors experience shall also be included.

B. Experience

The Applicant shall demonstrate the minimum amount of experience in providing or coordinating the supports and services out lined in wraparound plans or requested in the RFP, in addition to providing a description of current projects/contracts pertinent to the provision of wraparound (previous projects/contracts may be considered if relevant). The Applicant shall include points of contact, addresses, e-mail/phone numbers. The State reserves the right to contact references to verify experience. If the Applicant intends to use subcontractors, the experience of the identified subcontractors must also be included.

C. Quality Assurance and Evaluation

The Applicant shall describe its own plans for quality assurance and evaluation for the outcomes of the wraparound plans for youth and families and provided the supports and services. Please include the methodology that will be used to ascertain outcomes. The quality assurance plan shall indicate how the applicant will monitor compliance with the terms of the agreement, adherence to wraparound philosophy and internal policies and procedures. Please include how corrective action will occur. The evaluation plan shall address the effectiveness of program delivery (process evaluation).

D. Coordination of Services

The Applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community using wraparound principles and planning. Please include how the needs of persons with Limited English Proficiency will be addressed.

If the Applicant intends to use subcontractors, draft Memorandums of Agreement shall be included in the proposal.

E. Facilities

The Applicant shall provide a description of the program site facility and demonstrate its adequacy in relation to the program and proposed supports and services to youth and their families. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities will meet ADA requirements, as applicable, and special equipment that may be required for the services.

3.3 Project Organization and Staffing (Not to exceed 3 pages)

a. Staffing

1. Proposed Staffing

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services provided by the wraparound program. (Refer to the personnel requirements in Section 2, Service Specifications, as applicable.)

2. Staff Qualifications

The Applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. Attach position descriptions and resumes for the Applicant's administrative staff (director, deputy, chief financial position, program administrator, etc.) in addition to position descriptions for the proposed program staff. (Refer to the qualifications in the Service Specifications, as applicable.)

b. Project Organization

1. Supervision and Training

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery the wraparound planning

process and coordination of the proposed services developed by the wraparound team and outlined in the wraparound plan.

2. Organization Chart

The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency) Both the "Organization-wide" and "Program" organization charts shall be attached to the Proposal Application.

3.4 Service Delivery (Not to exceed 20 pages)

Applicant shall include a detailed discussion of the approach that will be used in assuring the principles and philosophy of the wraparound planning process are followed and that the various services and supports provided to the youth and family are in alignment with the Aloha Spirit law and the wraparound principles

The discussion of the proposed service delivery shall include:

1. A brief summary of the organization's philosophy and service framework and describe how the framework reflects/ relates to the Wraparound planning process.
2. A work plan of all activities and tasks to be completed, related work assignments, responsibilities, and service plan that clearly articulates the overall service flow from program entry to program completion, as appropriate.
3. A timeline / schedule of steps to be taken in planning and implementing the required program, services and related activities.
4. Details of how the proposed work plan and service activities are consistent with the outcomes and objectives, service framework, principles of program delivery and characteristics of effective delivery of a wraparound program.

3.5 Financial

A. Pricing Structure

Applicant shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency (cost reimbursement). The cost proposal shall be attached to the Proposal Application.

All budget forms, instructions and samples are located on the SPO website (see Section 1, paragraph II Websites referred to in this RFP). The following budget form(s) shall be submitted with the Proposal Application:

SPO-H-205	Budget
SPO-H-206A	Personnel - Salaries & Wages
SPO-H-206B	Personnel - Payroll Taxes and Fringe Benefits
SPO-H-206C	Travel - Inter-Island*
SPO-H-206D	Travel - Out-of-State*
SPO-H-206E	Contractual Services-Administration
SPO-H-206F	Contractual Services-Subcontracts
SPO-H-206G	Depreciation
SPO-H-206H	Program Activities
SPO-H-206H	Equipment Purchase*
SPO-H-206J	Motor Vehicle

*Expenditures require justification and prior approval.

B. Other Financial Related Materials

1. Accounting System

In order to determine the adequacy of the Applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal:

- a. Latest Single Audit Report of Financial Audit.
- b. Cost Allocation Plan, which demonstrates Applicant's expenditures are allocated based on a plan that is reasonable, appropriate, and lawful.

2. Accounting Personnel

- a. Applicant must state which staff positions are responsible for maintaining accounting records and fiscal reporting and approximately the number of hours a week that are devoted to this function.
- b. Applicant shall describe what accounting qualifications are required for each of these positions if not detailed in the submitted Section III: Personnel: Project Organization and Staffing.
- c. Applicant shall state which staff positions will be responsible for filing timely expenditure reports and invoices required by this RFP.

3.6 Other

A. Litigation

The applicant shall disclose and explain any pending litigation to which they are a party, including the disclosure of any outstanding judgment.

Section 4

Proposal Evaluation

Section 4

Proposal Evaluation

4.1 Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

4.2 Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Thresholds

Evaluation Categories

Possible Points

Administrative Requirements

N/A

Proposal Application

100 Points

Program Overview	0 points
Experience and Capability	20 points
Project Organization and Staffing	15 points
Service Delivery	55 points
Financial	10 Points

TOTAL POSSIBLE POINTS

100 Points

4.3 Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

1. Administrative Requirements

a. Application Checklist

b. Certificate of Vendor Compliance

NOTE: If applicant has not registered with Hawaii Compliance Express, the Applicant must provide a *Tax Clearance Certificate* and a *Certificate of Good Standing*.

2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPOH-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

B. Phase 2 - Evaluation of Proposal Application (100 Points)

Ensure that each section is answered completely and thoroughly. Each section shall be scored individually and separately from another section. Applicants are responsible to place the appropriate information in each section to be scored.

The RFP Review Committee shall use the scale in the table below to rate each section from the RFP from “Not Addressed” to “Very Satisfactory”. The percentage for the rate level will be multiplied by the maximum number of points for that item. For example, if an item is worth 6 points and the reviewer rated it as a “3 Satisfactory”, the score for that item would be 3.6 (60% (.06) x 6 = 3.6)

0	1 (20%)	2 (40%)	3 (60%)	4 (80%)	5 (100%)
Not addressed	Unsatisfactory	Somewhat satisfactory	Satisfactory	More than satisfactory	Very satisfactory

Rating scale definitions:

Not Addressed: The required information was not present in the proposal.

Unsatisfactory: A major item was not addressed or was addressed incorrectly, or was addressed in the wrong category.

Somewhat Satisfactory: A somewhat adequate response was presented. Applicant appears to have restated the requirements in the RFP.

Satisfactory: All major items were addressed. Applicant provided an adequate response.

More than satisfactory: Applicant provided a strong response that was more than adequate, all major items were addressed.

Very satisfactory: Applicant thoroughly addressed all items in an exceptionally clear, concise, or original manner.

Program Overview: No points are assigned to Program Overview. The intent is to give the Applicant an opportunity orient evaluators as to the service(s) being offered in response to the Request for Proposals. The Applicant shall highlight the agency's mission and vision and the goals and objective of the proposed service activity relative to the assessed needs and available resources of the target population and geographic region identified for the service delivery.

1. Experience and Capability (20 Points)

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

A. Necessary Skills 3

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed wraparound program and related services.
- Demonstrate skills, abilities and capacity to deliver proposed program in the identified geographic region for the target population

B. Experience 5

- Demonstrate knowledge and experience in the field of juvenile justice to properly deliver a wraparound program and related coordination of a wraparound plan's request for services.

- Demonstrate experience successfully delivering services for the target population. Document evidence such as awards, certificates, wraparound training and outcomes of related programs.
- Provide assurance of an ability to develop good quality assurance and evaluation plans for the program and proposed services, including methodology.

C. Quality Assurance and Evaluation **4**

- Sufficiency of quality assurance and corrective action, including methodology.
- Sufficiency of evaluation plans to assess program implementation, fidelity to program model, and youth and family participation and success in the service program.

D. Coordination of Services **3**

- Demonstrated capability to coordinate services with other agencies and resources in the community. Past Memorandum of Agreements/Understanding, letters document this ability.
- Sufficiency of collaboration and coordination plans related to implementation of proposed program and related services.
- Documented evidence of current or past support for or involvement with other agencies and community groups that will likely be involved in the proposed wraparound program and related services. Draft MOA/MOUs with proposed sub-contractors or partnering organizations.

E. Facilities **5**

- Adequacy of facilities relative to the proposed services.
- Facilities meet ADA requirements, as applicable.

2. Project Organization and Staffing (15 Points)

The State will evaluate the applicant's overall staffing approach to the service that shall include:

A. *Staffing*

- Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services. 4
- Staff Qualifications: Job descriptions and minimum qualifications (including experience) for staff assigned to the program are included. The number of program service positions is sufficient to ensure effective program/service delivery. 4
- Proposal includes resumes of key staff that list experience with related or similar services and target population.

B. *Project Organization*

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. 4
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks. 3

3. Service Delivery (55 Points)

Evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements outlined in the Proposal Application Instructions and **Section 2. III-Scope of Work** for each service area of the RFP. It is recommended that applicants review the evaluation criteria for the service delivery section of the specific service they are proposing to deliver.

- Summary of the organization's philosophy and service framework and describe how the framework reflects/ relates to the OYS philosophy regarding the delivery of services for youth. The Service Framework includes the Native Hawaiian Educational Council's seven guiding themes, the Aloha Spirit statute, trauma informed care, and wraparound principles. 7
- A work/service plan that clearly describes the flow of services to be provided youth and their families via the wraparound planning process from program entry to program completion. The work/service plan addresses the project goal, objectives, service activities and tasks to be completed, including clarity in work assignments and responsibilities, and timelines and schedules. 5
- Description of the proposed referral process from probation officer, social workers or other approved referral sources and development of the Wraparound team and plan including the involvement of the youth and their families. 5
- Description of how the facilitator and community navigator will provide advocacy on behalf of the youth and family to address compliance with the terms and conditions of probation, family court or parole using the wraparound planning process. 5
- Description of how the staff of the Applicant will work closely with Parent Partners to support the parents who have chosen to participate in the wraparound process. 5
- Proposal shows knowledge of the phases of the Wraparound process and explains clearly the roles of the team members during the various phases. 5
- Description of how documentation will be determined and completed, format of status reports or monthly progress notes and how this documentation will be provided to the wraparound team members and OYS. 3
- Description of how the organization will meet the needs of transition needs of a youth in a placement, detention facility, or the Hawaii Youth Correctional Facility using the principles and philosophy of the wraparound planning process. 5

- Description of how applicant plans to provide and coordinate the various services and supports outlined in the youth and families' wraparound plans and safety plans in the families' communities. 5
- Description of how applicant plans to engage, motivate, and empower the youth and family to strengthen their support systems and enhance their capacity to resolve their problems, to mediate crisis, and to act on their own behalf with the natural resources of their family and community. 10

4. Financial (10 Points)

- Cost proposal and required support documentation and justification included. 1
- Personnel costs are reasonable and comparable to similar positions in the community. 2
- Non-personnel costs are reasonable and adequately justified. 1
- Proposed budget fully supports the service activity and requirements of the RFP and set aside 5% of the total amount of the contract's budget for a wraparound flex fund 3
- Adequacy of accounting system (evidence of valid tax clearance, recent audit, and cost allocation plan). 1
- Positions and personnel responsible for fiscal operations and reporting identified and qualified. 1
- Staff responsible for maintaining accounting records and filing required expenditure reports identified. 1

C. Phase 3 - Recommendation for Award

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents
- C. Wraparound Facilitation
- D. Community Navigator
- E. Wraparound Planning Process

Proposal Application Checklist

Applicant:

RFP No.:

The applicant's proposal must contain the following components in the order shown below. Return this checklist to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website.

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Applicant to place "X" for items included in Proposal
General:				
Proposal Application Identification Form (SPOH-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPOH-200A)	Section 3, RFP	SPO Website*	X	
Provider Compliance	Section 1, RFP	SPO Website*	X	
Cost Proposal (Budget)			X	
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*	X	
SPO-H-206D	Section 3, RFP	SPO Website*	X	
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*	X	
SPO-H-206H	Section 3, RFP	SPO Website*	X	
SPO-H-206I	Section 3, RFP	SPO Website*	X	
SPO-H-206J	Section 3, RFP	SPO Website*	X	
Certifications:				
<i>Federal Certifications</i>		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				

*Refer to Section 1.2, Website Reference for website address.

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Wraparound Facilitation Activities

1. The PROVIDER shall provide family engagement/partnership, facilitation, recording, community navigation and agency follow-up. The PROVIDER will work closely with parent partners and youth partners when available to support the wraparound planning process.
2. The PROVIDER shall support family engagement/partnership that will and will incorporate the ten (10) principles of Wraparound to develop a shared vision with the family and a planning process that incorporates the following:
 - a. Families as full partners with access, voice, and ownership at all levels of planning and implementation;
 - b. Obtain an interpreter as needed for the family;
 - c. Obtain cultural consultation as needed for the family;
 - d. Strengths and needs explore from the beginning of the families' involved with the wraparound process;
 - e. Mechanisms and structures to support parent support, guidance, empowerment and leadership;
 - f. Strengths-based, needs-driven planning;
 - g. Culturally relevant services tailored to family culture, values, norms, strengths, and preferences;
 - h. Life domains, such as: family living situation, educational/vocational, social/recreational, psychological/emotional, medical, legal, and safety;
 - i. Perseverance in support and assistance to families;
 - j. Care and services provided in the context of home and community; and
 - k. Commitment to measuring effectiveness of the process by tracking or providing outcomes and achievement of families personal goals or benchmarks.
3. The PROVIDER shall receive and respond to referrals and schedule, and hold initial and ongoing Wraparound meetings in a timely manner.
 - a. Make initial phone contact with family within 72 hours of referral.
 - b. Make timely initial face-to-face contact with the child and family based on the needs of the youth/family, as defined by the referring party and discussion with the family (within 24 hours to 14 calendar days).
 - c. Obtain the signed consent forms for the child and parents/guardians, as appropriate.
 - d. Contact all Wraparound Team Members to schedule the first Wraparound Meeting.
 - e. Engage and inform any new Wraparound Team Members about the process of wraparound planning and their roles.
 - f. Facilitate the first Wraparound Meeting within thirty (30) calendar days of consent form signature by parents.
 - g. Be available to schedule the first Wraparound Meeting or other meetings more quickly as urgent needs arise.
 - h. Schedule Wraparound Meetings at times that accommodate the family's and other Wraparound team members schedules.

- i. Schedule Wraparound Meetings in the family's home, community, school, etc., that accommodate the family's and other Wraparound Team Members' preference and availability. The PROVIDER shall have a (meeting) room available, when needed.
4. The PROVIDER shall facilitate the Wraparound planning process to develop a written Wraparound Plan which address areas including:
 - a. Intensive engagement services including assessment, crisis stabilization, safety planning, respite care, resource needs to transition the youth back into the home or lesser restrictive setting, and/or maintaining a successful outcome;
 - b. Intensive coordination leading the family and youth to healthy functioning, compliance with any legal or court mandates and self-sufficiency;
 - c. Service interventions that reflect requirements for referring and partner agencies;
 - d. Formal support and services (home-based and community-based, provided by professionals and non-professionals) to address identified needs or unmet needs of the youth and his or her to the family;
 - e. Helping families to develop, coordinate, and identify informal supports and services; Ideally 50% of the wraparound team's members should be family, friends, pastors or other representatives from the youth and parents community.
 - f. Ensuring youth and families have the knowledge, skills, and abilities to access services and natural supports, after graduation for the Wraparound Program occurs.
5. The PROVIDER agency's facilitator and community navigator shall write up the team's wraparound plan and follow-up with the youth family, partner providers, and other community agencies/individuals on activities, services, supports, and interventions identified including:
 - a. Assist the Wraparound family team to develop the initial Wraparound Plan within 30 days of the consent form signature.
 - b. Provide a copy of the initial and revised Wraparound Plan with notes, and identify tasks/activities to each participant in the Wraparound Meeting within two (2) working days after each Wraparound Team Meeting date, or less. The Community Navigator will contact all Wraparound Partners with identified tasks/activities within seven (7) business days prior to the next scheduled Wraparound Meeting to support follow-up, and to include information at the next Wraparound meeting.
 - c. The Navigator will ensure follow through with tasks/activities identified by the planning process for the Facilitator, Community Navigator, Parent Partner, and Youth Partner if available.
6. The PROVIDER's Wraparound facilitators shall assist the family and Wraparound Team to develop a Wraparound Graduation Plan to support the

family and planning process when formal Wraparound Meetings end. This shall include:

- a. A crisis plan for the family to access appropriate Wraparound Team Members in the event of escalating needs or a change in the plan;
 - b. A network of formal and informal supports for the child and family;
 - c. Consultation, when needed, to support ongoing collaborative planning.
7. The PROVIDER shall administer flexible funding for the family to achieve a specific outcome as identified in the Wraparound Plan. Funding is limited and shall only be administered when no other resource is available. Flex funds are general used as a one-time expense for items or a services generally under \$300.00 that are deemed necessary for the youth to participate in a program or activity such as baseball or a high school band. Occasionally, higher amounts can be requested for a special service, first month's rent or a fee that needs to be paid so that the parent or youth may be able to get employment. Requests over \$500 or that will be needed on an ongoing bases, such as monthly, need to be approved by the OYS contact for the contract.
 8. The PROVIDER shall contact the OYS when there are barriers to implementing the Wraparound Plan to identify solutions and receive consultation.
 9. The PROVIDER shall provide and coordinate training on Wraparound and the Wraparound model to community and government agencies and individuals initially as part of implementation and annually thereafter. Training and information shall be provided individually to those who will participate in Wraparound Hawaii meetings as well as to broader groups. The PROVIDER shall coordinate and acquire feedback on training topics and opportunities in consultation with the DHS, the Coordinating Committee, and other applicable agencies/individuals. The PROVIDER shall also work with the DEPARTMENT to coordinate and expend available funds for ongoing training opportunities.

Community Navigator

The role of the community navigator is to maintain the integrity of the Wraparound process and ensure quality community-based care to the children and families. The navigator assists the facilitator in assembling a Youth and Family Wraparound Team by helping to identify family members/natural supports/agency representatives and other significant persons in their community and with permission of the family and or the wraparound team contacts these identified resources. The community navigator with the help of the wraparound parent partner and family begins to identify other resources in the family's community that may be a possible resource or support to the family in carrying out the wraparound plan. The navigator assists with any immediate community resource needs of the youth and family and provides information on community resource options during the development of the youth's initial Crisis Plan or "Wellness Plan" as well as the family's wraparound plan.

Community navigators help to coordinate the Youth and Family Team meetings and guide the team members to perform their roles in development of the wraparound plan. The navigator monitors the provision and quality of services provided to the youth and family and is the liaison when new services/resources need to be sought or developed.

The community navigator may be asked to provide or arrange for transportation for the family to travel to appointments, crisis/respite services, etc., if needed. He or she also promotes and assists the youth and relevant family members in attending and participating in various school and community events.

The navigator collaborates with other necessary individuals with whom the youth and family may have contact, such as Bureau Case Managers, Probation Officers, Judges, District Attorneys, Attorneys, Teachers, Physicians, etc., and assures that they understand their role in the wraparound plan and what tasks they are to perform. The Navigator, if requested by the parents, contacts these key people involved with the family and invites them with adequate notice to Youth and Family Team's Wraparound Plan of Care meetings.

Navigators work with Parent Partners and the Wraparound facilitator to assure the Wraparound Plan and the youth's Wellness Plan include innovative strategies and have reliable resources. Navigators assist the youth in being successful in remaining at home, in school and contributing to the community. The navigator may help arrange discussions with significant parties, such as attorneys, probation, bureau worker, etc., before court to discuss upcoming hearings and plans for the youth and family that will be presented in court.

The Navigator will work with the family's wraparound team members to assure collaborative and cost-efficient interactions among providers that effectively integrate medical, psychological, and social services in order to provide timely, appropriate, and beneficial service delivery to the youth and family.

The Wraparound Planning Process

Wraparound is a planning process that builds on youth's strengths, empowers their families, appreciates their cultures, and "wraps" services around their needs. It supports what the youth's family will need to be able to carry out a wraparound plan for services and reach the goals set forth by the youth and family. The Wraparound philosophy drives treatment planning and determines activities that can enable youth with at-risk behaviors to grow up at home and, together with their families, achieve positive outcomes.

There are ten core principles that guide the Wraparound process:

- ☐ **Family voice and choice:** Family and youth perspectives are intentionally elicited and prioritized during all phases of the wraparound process. Planning is grounded in family members' perspectives, and the Youth and Family Wraparound Team strives to provide options and choices such that the plan reflects family values and preferences.
- ☐ **Individualized:** To achieve the goals laid out in the in the wraparound plan, the Youth and Family Wraparound Team develops and implements a customized set of strategies, supports, and services.
- ☐ **Community-based:** The wraparound team implements service and support strategies that take place in the most inclusive, most responsive, most accessible, and least restrictive settings possible; and that safely promote child and family integration into home and community life.
- ☐ **Collaboration:** Team members work cooperatively and share responsibility for developing, implementing, monitoring, and evaluating a single wraparound plan. The plan reflects a blending of family and team members' perspectives, mandates, and resources. The plan guides and coordinates each team member's work towards meeting the youth and family's goals.
- ☐ **Culturally relevant:** The wraparound process demonstrates respect for, and builds on, the values, preferences, beliefs, culture, and identity of the youth and family, and their community.
- ☐ **Team based:** The wraparound team consists of individuals agreed upon by the family and committed to the family through informal, formal, and community support and service relationships. Members of the team consist of not only professional staff from the various state agencies involved with the youth but also the family's relatives, friends, clergy and others may be selected by the parents or youth to be on the team. Each family's team has a facilitator to guide the meeting and organize the creation of the plan, a parent partner to help the parents through the process and a community navigator to support the youth, parents and team members in carrying out the wraparound plan and connecting to community resources that can help the parents and youth.

- **Natural Supports:** The team actively seeks out and encourages the full participation of team members drawn from family members' networks of interpersonal and community relationships. The wraparound plan reflects activities and interventions that draw on sources of natural support.
- **Strengths based:** The wraparound process and the plan identify, build on, and enhance the capabilities, knowledge, skills, and assets of the youth and family, their community, and other team members.
- **Persistence or Unconditional:** A wraparound team does not give up on, blame, or reject youth and their families. When faced with challenges or setbacks, the team continues to work towards meeting the needs of the youth and family and towards achieving the goals in the wraparound plan until the team reached agreement that a formal wraparound process is no longer necessary. Persistence is really quite simple, and extremely powerful. If you don't get it right the first time, see it not as a failure but as an opportunity for another more informed and experienced attempt. The best response to a disappointing result is more effort. Feel the disappointment, let it make you more determined, and then move quickly to a highly effective state of taking action.
- **Outcome based:** The team ties the goals and strategies of the wraparound plan to observable or measurable indicators of success, monitors progress in terms of these indicators, and revises the plan accordingly.

Wraparound is a dramatic change from the current system of planning for children where professionals were in charge and families were expected to be passive participants and accept what is offered. Wraparound turns this model on its head and puts families in charge. Wraparound is about family empowerment. But empowerment, like other structural reform, does not occur easily or immediately. Because the Wraparound planning process listens to families, values their participation, honors their preferences, and respects their culture, it is a new opportunity for families to be in control of the care provided to their children.

Wraparound Definitions:

Wraparound Planning Process builds on a youth's and his or her family's strengths, empowers them, appreciates their cultures, and develops a plan of services and supports base on their identified deeper needs. It supports what the youth and family will need to be able to carry out a wraparound plan and reach the goals set forth by the youth and family. The Wraparound philosophy drives treatment planning and determines activities that can enable youth with at-risk behaviors to grow up at home and, together with their families, achieve positive outcomes at home, in school and in their community. Parents of the youth must choose to participate in this process. It cannot be ordered, however a youth whose parents or guardians have elected to participate in wraparound must participate in the process

Youth and Wraparound Team Meetings – Meetings will ideally consist of 50% professional staff and 50% natural resource persons from the youth and families

community. Meetings are held monthly or more/less frequently as needed, depending on the needs of the youth/family. The purpose of the meeting is to develop a wraparound plan that addresses the unmet needs of the youth and his or her parents so that the youth can return or remain at home, attend and succeed at school, and contribute and be involved in the community.

Team members - Comprised of the parents, youth, a facilitator, community navigator, Parent Partner and any professional and natural supports persons who provide services or moral support to the family. They all come together to work towards the shared vision and mission developed by each youth and the family.

Unmet or Underlying Needs - Wraparound is designed to address needs. In Wraparound, needs should not be defined as something required, something sought, as an obligation or as steps towards accomplishing a goal. Instead, Needs are defined as underlying conditions or causes. Needs are essential and unbounded and reflect the basic humanness in all of us. If left untended, needs that are unmet will create a gap, tear or void in a person's life. When such a void occurs, behaviors often arise that communicate the unmet need. Unfortunately when such behaviors arise, systems and services are often focused at managing the behavior rather than meeting the need. If the need continues to go unmet, the behavior is likely to escalate resulting in more attempts to contain the behavior.

Wraparound Plans - A written plan using an approved format by OYS that is creative, strength-based and needs focused that is created by the youth and family's Wraparound Team. It is designed to help youth transition home or to a less restrictive or more homelike environment if placed outside their home or help youth who are at-risk of out of home placement remain at home. The plan for all youth should strive to help the youth live in harmony with their family, function well at school and contribute to their communities.